

More Than Just Books: How Libraries Serve Our Most Vulnerable


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and
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Floyd County Public Library



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continuum of care
Committed to Housing Every Hoosier



Indiana Housing & Community Development Authority

A close-up, vertical view of the spines of several books in a library. The books are arranged in a row, with their spines showing varying shades of cream and beige. Some text is visible on the spines, including words like 'first', 'legal', 'he', 'ing', 'th.', 'ing', 'pen', 'said', 'pare', 'ing', 'tute', and 'me'. The lighting is soft, highlighting the texture of the book covers.

More Than Just Books: How Libraries Serve Our Most Vulnerable

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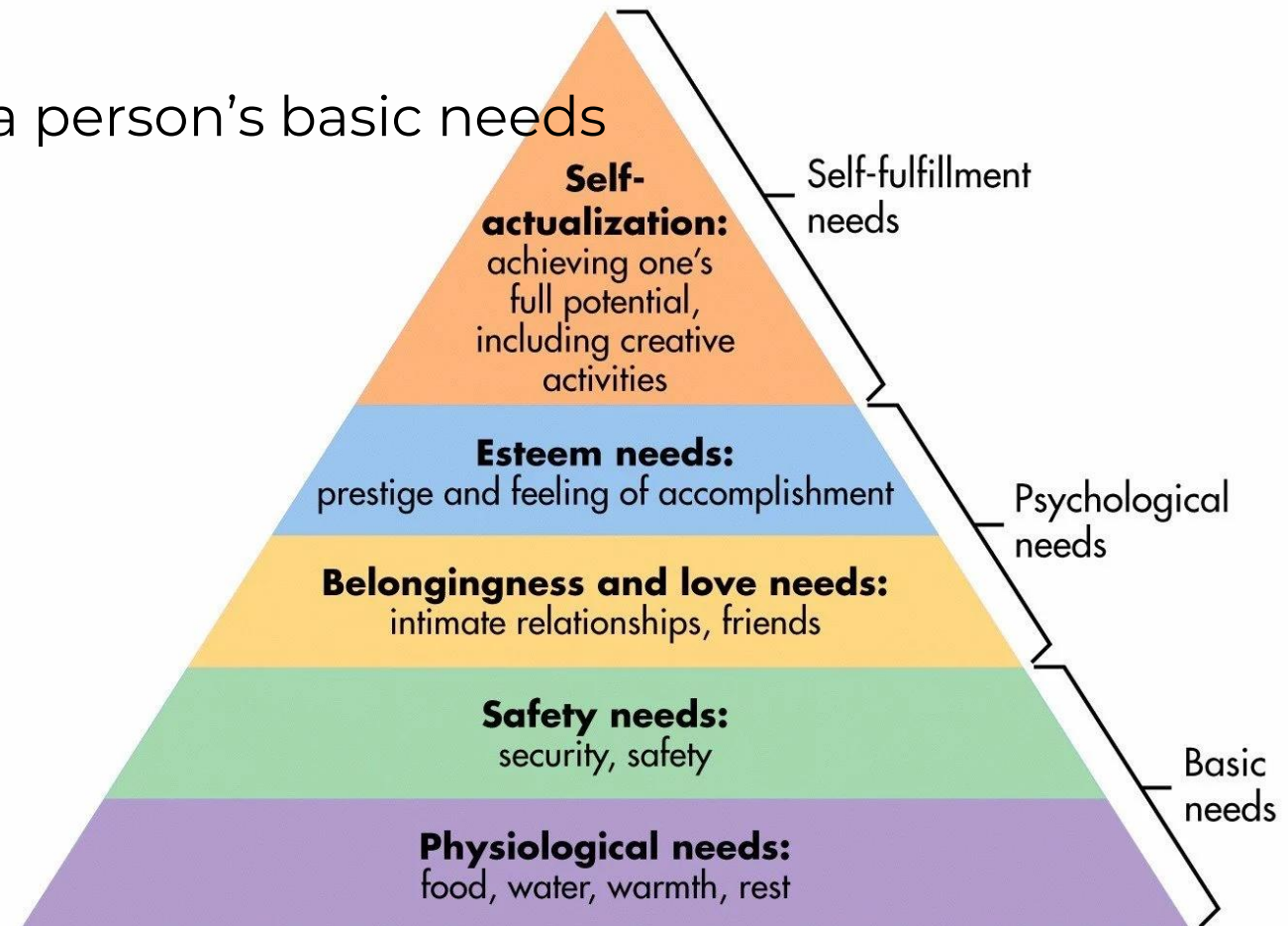
St. Joe County Public Library

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What libraries offer to the general public:

- Libraries are one of the last places where you can just be without having to spend money
- Libraries offer things that meet a person's basic needs
 - Air Conditioning/Heat
 - Access to a public restroom
 - Access to water fountains
 - Connectivity
 - Safety
 - Seating
 - Social connections



What Floyd County Library Offers in General:

- 239,151 items checked out in 2022
- 13,524 PC sessions in 2022
- Free workspaces and social areas for anyone
- Free room rentals for non-profit organizations
- Teen Scene and Children's areas
- 839 programs attended by 16,793 people in 2022
- Children programming examples:
 - Baby's and Books Storytime, Toddler Time, Wiggle Room, Sensory Friendly Storytime
- Teen Programming examples:
 - Dungeons and Dragons, DIY Craft Nights, Trivia/Board Game Nights
- Adult Programming examples:
 - Book Discussion Groups, What is Democracy Series, Computer Classes, Make it and Take it Crafting, WorkOne Career Series, ESL Classes
- Exercise: Beginner yoga classes for kids and adults

Overview for Floyd County Demographics

- Location 180 West Spring Street since 1969
- Floyd County Population: 80,714 (2022)
 - Floyd County as a whole, population per square mile is 542 people (2020) and for the City of New Albany it's 2,451.2 people (2020)
- 23,215 cardholders
- 159,925 visits to all library locations in 2022
- 90% White, 5.8% Black, 3.9% Hispanic or Latino, 2.5% Two or More Races
- Median income is \$69,858 for the County as a whole, for New Albany the median income is \$49,429
- 9.2% of the population lives in poverty in the County as a whole, while it's 17.4% in the City of New Albany
- 91.3% of the population have graduated from high school, while 30.3% of the population have a Bachelor's Degree or higher county totals

<https://www.census.gov/quickfacts/newalbanycityindiana>

<https://www.census.gov/quickfacts/floydcountyindiana>

Overview for St. Joseph County Demographics

- Established in 1889, the St. Joe County Public Library serves the city of South Bend and rural towns of Lakeville and North Liberty.
- We have 10 locations, and our Main Library in downtown South Bend recently underwent a major \$40 million renovation and expansion.
- St. Joseph County total population is 272,234 (2022).
- We have 71,257 cardholders and welcomed 585,418 people through our doors in 2022.
- South Bend has a diverse population of 102,686, with 52% white, 25% black, and 16% hispanic.
- The per capita income is \$24,969, and the median household income is \$42,657. Those living below the poverty line make up 21.5% of the population.
- Educational attainment includes 86.3% who have graduated from high school or higher, and 28.2% who have a bachelor's degree or higher.

Every library is
similar but
different!

Photos of St. Joe County Public Library



• What St. Joe County Public Library Offers:

SJCPL Mission: **We connect members of our diverse community to information, resources, culture and each other.**

- South Bend Supportive Services document
- Partner organizations
- Downtown South Bend Outreach Specialist
- Computers, printing and faxing
- Free income tax assistance
- Free legal aid clinics
- Community Health Workers at branches
- Social Services page on website - resources on aging, mental health, housing, legal, healthcare & insurance, food & cash assistance, homelessness, unemployment and rural area resources
- Meeting room designated for social services
- Public service staff trained to assist with rental & utility assistance applications, health insurance marketplace, food & cash assistance, unemployment applications
- Bus passes
- Study rooms
- Commons lounge



About the Floyd County Library

- Four unique locations, one mission:
To support the growth and creativity of an engaged, informed, and connected community
 - New Albany Central Library
 - Galena Digital Branch
 - Carnegie Center for Art & History Branch
 - IUS Campus Library Satellite Branch

What Floyd County Library Offers Social Services Focus

- Community Corner Pantry:
 - 1,841 people provided food via USDA partnership in 2022
 - 1202 people provided food via Dare to Care partnership in 2022
 - 1261 summer meals served to youth via NAFC schools and USDA partnership
 - Narcan pick up box
 - Hygiene products
 - Select Clothing items
- Community Resource Booths
 - Health Department
 - Community Health Center
 - Anthem
 - Caresource
 - Homeless Coalition of Southern Indiana (Benefits Coordinator)
- Safe Space for supervised visits
- Free legal aid clinics and kiosk
- Safe place for unhoused or underhoused community members to be
 - During the winter months we're one of the only places to be until the White Flag Shelter opens
- Knowledge and information via books, internet, and connectivity
- Safe place for anyone to just be for free



FCL: Mobile Hotspot & Device Lending

- All Floyd County library cardholders 18+ are eligible
- Hotspots and devices check out for 14 days
- 100 mobile hotspots, 5 iPads, and 20 Chromebooks
- Device lending includes Chromebooks and iPads
- Connectivity, education, socialization, and workforce development
- 1,184 hotspots checked out in 2022

FCL: Certified Social Worker

Social Workers Role in the Library:

- Connect patrons and individuals to community resources and services
 - Understand and keep an up to date log of our community resources
 - Referrals to local programming for patrons in need
- Provide support and assistance to those that need it
- Maintain adequate food supply in the Community Corner Food Pantry
- Maintain a good working relationship with community resources
 - Networking with other social workers in the area
 - Working together in partnership and utilizing resources
- Assist in any crisis situations that may come up
 - Assist in training staff on de-escalation techniques
 - Utilizing local mental health crisis lines versus calling 911 for patron behaviors

FCL: Examples of How We've Partnered with our Community

- Southern Indiana Works Career Readiness Series
- Centra Credit Union Financial Literacy Classes
- Needs based booth offerings:
 - Homeless Coalition of Southern Indian, Anthem, Caresource, Family Health Center
 - Health Department: Hep C screenings, blood pressure checking, glucose check, harm reduction supplies
- Partner with the Homeless Coalition of Southern Indiana for a safe pickup location during tornado warnings
- Dispersing cook books from our Nutrition Coalition for low cost meals from our pantry
- Free Legal Clinics
- Dispersing period positivity packs from “Beautiful As You Are” for teens through the pantry
- Site for Alcohol, Tobacco and other Addictions meeting
- Narcan community box
- Community interest panels
- Free Flu Shot and COVID Booster Clinics in the Fall

St. Joe County Public Library: How We've Partnered in the Community

- **County Health Department**
 - Narcan doses and training
 - COVID tests
 - Community Health Workers in branches
- **Volunteer Lawyer Network**
 - Eviction and housing legal clinic
 - Ask a lawyer events
- **Dismas House of Indiana** (transitional housing for recently released from incarceration)
 - Re-entry simulation events
- **DTSB (Downtown South Bend)**
 - Outreach Specialist
- **Michiana Community Health Coalition**
 - Bi-monthly meetings of area social service agencies
- **Cultivate Food Rescue**
 - Afterschool snacks for kids
 - Future plan for free microwavable meals at Main Library
- **Goodwill Industries**
 - Free income tax assistance with VITA
- **St. Vincent de Paul Society**
 - Emergency rental and utility assistance

Presenters' Contact Information

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